# allied telecom

QUICK USER GUIDE

POLYCOM VVX 500

The VVX 500 is an easy-to-use, performance business media phone that's designed for today's busy managers and knowledge workers that works in a broad range of Unified Communication environments.

Polycom

Using the Key Pad

MESSAGE WAITING INDICATOR

TOUCHSCREEN DISPLAY (WITH SOFT KEYS)

HOME

HEADSET

SPEAKERPHONE

DIAL KEY PAD
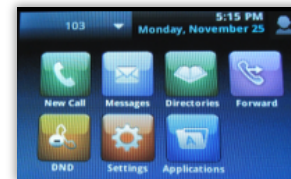
MUTE ON/OFF

VOLUME CONTROL
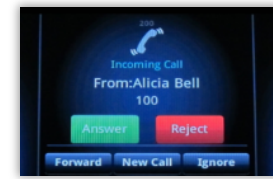
Touchscreen Display Views

Below are some of the common views you'll use on your touchscreen display.
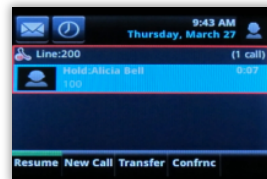
LINE VIEW: Default Display showing your lines and favorites.

HOME VIEW: Access directories, features, settings and applications.

INCOMING CALL VIEW: Accept, reject, or forward a call.

Placing Calls

1. To place a call, first dial the number.
2. Then pick up the handset or press the Speakerphone or Headset key.

Receiving Calls

1. To answer an incoming call, pick up the handset, press the Speakerphone or Headset key, or tap the **Answer** soft key.
2. To answer an incoming call when you're already on an active call, tap the **Answer** soft key on the screen.
   - Your first call will automatically be placed on hold.
   - To retrieve your first call: from the Lines view, tap the call to highlight it, and then tap the **Resume** soft key.

Placing Calls on Hold and Resuming Calls from Hold

1. To put an active call on hold, tap the **Hold** soft key.
2. To resume the call, tap the **Resume** soft key.
3. If you have more than one call on hold, select the call you wish to reconnect with and tap the **Resume** soft key.

Enabling and Disabling "Do Not Disturb"

The "Do Not Disturb" feature is used to send all incoming calls to voicemail.

1. To enable "Do Not Disturb", press the **DND** soft key.
2. You will see the "Do Not Disturb" icon by your extension line appearance, indicating that the feature has been enabled.

**Please note: once "Do Not Disturb" is enabled, calls cannot be received until you disable the feature.

1. To disable "Do Not Disturb", repeat the previous steps.

Initiating 3-Way Conference Calls

1. To initiate a three-way conference call, while on an active call, tap the **Conference** soft key. The first call will be placed on hold.
2. Dial the second number.
3. When the second party answers, tap the **Conference** soft key again to join the calls together.

Performing a Blind Transfer

A "Blind" or unannounced transfer takes place when you transfer a call to someone else without announcing the call first.

1. To conduct a blind transfer, while on an active call, tap the **Transfer** soft key, then select **Blind**.
2. Enter the destination (extension) you wish to transfer the call to.
3. Press the **Dial** soft key. This completes the transfer.

Performing an Consulted Transfer

A "Consulted" or announced transfer is performed when you announce the call to the recipient prior to transferring the call.

1. To conduct a consulted transfer, while on an active call, tap the **Transfer** soft key and enter the destination (extension) you wish to transfer the call to.
2. Then press the **Dial** soft key.
3. The caller is automatically placed on hold. Once the receiving party answers, announce the call.
4. To complete the transfer, tap the **Transfer** soft key again.

Performing a Transfer Directly to Voicemail

A direct transfer to voicemail is performed when you wish to transfer a call directly to another user's voicemail.

1. To conduct a direct transfer to voicemail, while on an active call, tap the **Transfer** soft key.
2. Next, enter ***55,** and follow the voice prompts; enter the user's extension followed by the pound # key. You will hear a confirmation message. This completes the transfer to voicemail.

Accessing Call History

You can use the touchscreen to review your call history.

1. From the Lines View, tap the **Call History** icon. Your call history will be displayed.
2. To dial a number from your history, find to the desired number in the list and tap it to automatically place the call.

Adding Contacts to Directory from the Call History List

1. To create a new contact from a call history item, from the Lines View tap the **Call History** icon.
2. Tap the info soft key next to the call history item you wish to save and then tap the **Save** soft key to add it to your Directory.
3. To edit the contact's information, tap the field you wish to edit. Then tap the keyboard icon.
4. Enter the information and tap the checkmark key when complete. Tap the **Save** soft key to save your changes.

Accessing Directories and Adding New Contacts

1. From the Home view, tap **Directories**.
2. Tap the plus sign to add a new contact. Tap the fields you wish to edit, then tap the keyboard icon.

**Note: the Contact field is required and must contain the telephone number of the contact.

3. When finished, tap **Save** to save the contact.

Enabling and Disabling Call Forwarding

1. To enable call forwarding, tap the **Forward** soft key or press the Home button and then select **Forward**. Next, select **Call Forwarding Always**, which will forward all incoming calls to the forward-to destination (i.e. - your cell phone).
2. Enter the phone number to which you wish to forward calls in the contact field, then tap **Enable**. You will see the forwarding indicator next to your extension line's appearance in the Lines view.
3. To disable call forwarding, repeat the steps above. Then tap **Disable**.

Accessing Voicemail

A blinking red "voicemail message waiting" indicator light notifies you when you have a new voicemail message on your phone. The message count will be displayed near the message soft key.

1. To check your voicemail messages, pick up the handset then tap the messages soft key.
2. Enter your voicemail passcode followed by the # pound key. Follow the audio prompts to retrieve your voicemail messages.
3. If you forget your voicemail passcode, please contact your system administrator to have it reset.